

Veteran Health Identification Card (VHIC 4.23)

User Guide



Volume 6 – Self-Service Request Processing

December 2022

Department of Veterans Affairs

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Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide information and a detailed walkthrough of processing a Veteran Health Identification Card request submitted by the veteran through the VA Access Self-Service application.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into six sections to allow you to obtain quickly the information you need.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA

 **NOTE:** The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will explain system requirements and log in instructions

The fourth section review and discuss the information found on the VHIC Menu/Home page.

The fifth section will give the user step-by-step details of how to complete the Identity Proofing process for a Veteran that has submitted a VHIC Card request remotely. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as log in, the use of commands, menu options, and navigation tools).
- User has understanding of the roles within VHIC
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1: Documentation Symbols and Descriptions

Symbol	Description
	NOTE: Used to inform the reader of general information including references to additional reading material

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User’s responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

Table 2: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee’s full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans’ full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1 When contacted by a support specialist, be ready to supply the Veterans’ full name, full SSN, and DOB.

2. Self-Service VHIC Card Request – What is it?

The VHIC Self-Service Application was created to allow Veterans to request VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. VHIC users will be responsible for monitoring and processing new card requests submitted through the Self-Service Tool. Self-Service New Card Requests require remote veteran proofing the process will be outlined in this user guide.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome or Microsoft Edge (IE)* by either entering the URL listed above or via the bookmark saved during an earlier session.

Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

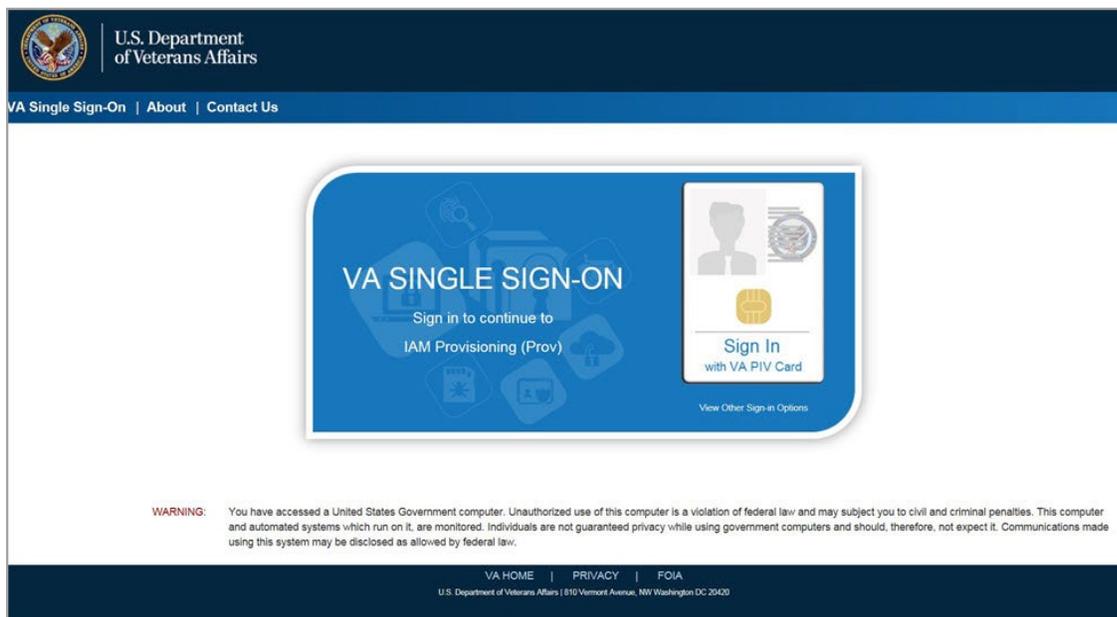


Figure 3-1: SSOi Login Screen

3.2. Accessing the VHIC Application

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge* (currently version 11). The VHIC URL is REDACTED and is case sensitive – it must be entered exactly as shown. After successfully

logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

3.3. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.4. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging into the VHIC application.



NOTE: Some features of the VHIC application will not function correctly in IE. You will need to copy the URL link and open in Chrome or Edge.

3.5. Accessing the Identity Management Toolkit

3.5.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the URL in the next section entitled “SSOi.”

3.5.1.1. SSOi

SSOi: REDACTED

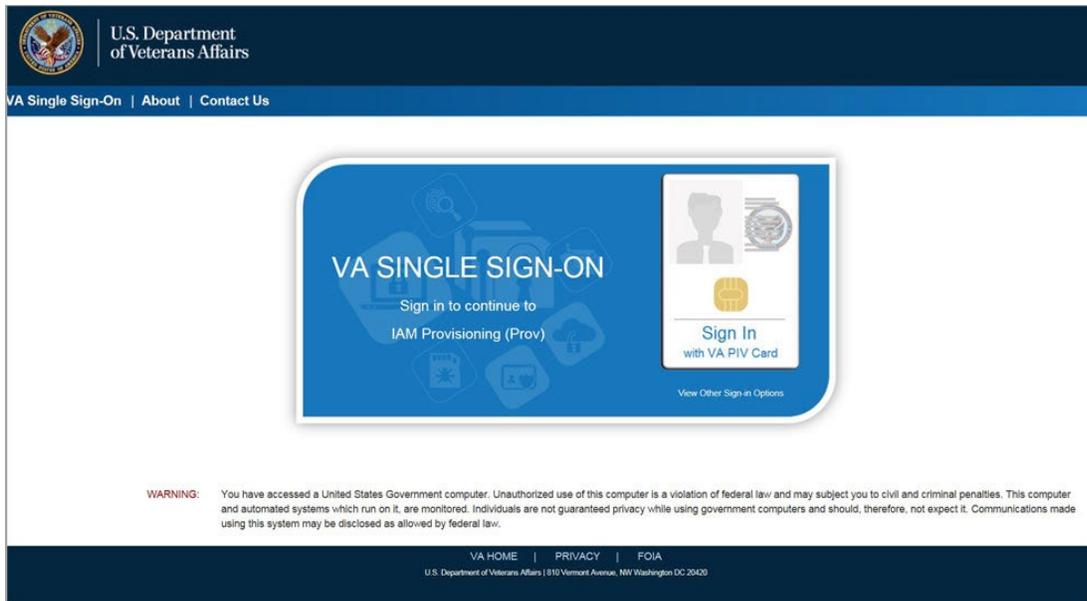


Figure 3-2: Identity Management Toolkit SSOi Logon Screen

The URLs are case sensitive – they must be entered exactly as shown. After successfully logging into the Identity Management Toolkit application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

3.5.2. Accessing Identity Management Toolkit from within the VHIC Application

3.5.2.1. Step 1 of the VHIC Application

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. **“IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management Toolkit in another window)”**

The VHIC user can click on the blue words “Identity Management Toolkit” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Figure 3-3: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink

3.5.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List

Selecting the Full Name link from the Assigned Request list will open the Toolkit directly to the 1998 Person Verification [Self-Service] Task.

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

Figure 3-4. Veteran Link to MPI Toolkit Task

Veteran Health Identification Card 4.23

User Guide – Volume 6 Self-Service New Card Request



NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Figure 3-5. Veteran Link to MPI Toolkit Task with Preferred Name*

Home Card Request Reports Card Management Site Management Logged in as: [User]

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V/243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V/640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 3-5. Veteran Link to MPI Toolkit Task with Preferred Name

Identity Management Toolkit Tuesday March 22nd, 2022

Primary View **Tasks(13)/Requests(0)** Correlations(9) Primary View Audit ICN History(9) ADR MPI PV Compare Link Events Milestones RUC Accounts(9) Proc

ICN 1013661225V421294 ID STATE: PERMANENT
Name VAPATIENT, ONE
SSN 655 00 0001 SSN Verification Status:

Tasks Documentations MPI Historical Exceptions Profiling

Active Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1268473858	03/22/2022	NEW_PERSON_SELF-SERVICE_VERIFYATION_TABLE_SERVICE	202PROVA-PROVISIONING SYSTEM	NEW	

Related Requests(0)

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Sub	ICN	Name
THERE ARE NO RELATED REQUESTS									

Figure 3-6. MPI Toolkit Task

4. VHIC Application Home Page

4.1. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime such as high volume or preferred browser reminder.

REDACTED

Figure 4-1. VHIC System Banner Page

4.2. VHIC Self-Service Request Notifications

When the VHIC User logs into the VHIC Application, they will see Self-Service request information for their facility listed on the Home page. This information includes:

1. The number of **facility specific** requests that have been submitted through the Self-Service Application for that have not been assigned to a proofer for review.
2. The number of requests that the user has assigned to them
3. The number of requests that are in an on hold status that will expire within seven days.



Figure 4-2. Self Service Request Notifications

4.3. Viewing Self Service New Card Requests

The Self-Service request information listed on the Home screen serves as a link to review the New Card Requests.

4.3.1. View Unassigned Requests by VISN

Clicking on the **VISN Unassigned Card Request** message will direct the user to the list of requests that need to be assigned to a Proofer within their VISN



Figure 4-3. Link to View Self Service Requests by VISN



Figure 4-4. List of Requests Submitted by VISN

Users with the appropriate access will have the ability to view and filter the unassigned lists of other VISNs by selecting the VISN from the dropdown list.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [redacted]

All Unassigned Self Service Requests For Manual Review By VISN

Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.

VISN

Page 1 of 1

Picture	Full Name	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, ONE	5/2022	REVIEW	483	6
	VAPATIENT, TWO	22/2022	REVIEW	626	9
	VAPATIENT, THREE	22/2022	REVIEW	626	9

[VA Home/Privacy/FOI](#)
 U.S. Department of Veterans Affairs
 VHIC 4.22.1 bld 25
 All Unassigned Self Service Requests For Manual Review By VISN Screen

[Index/Inspector General](#)

Figure 4-5. Unassigned Self Service Requests by VISN, additional VISN Selection List

After selecting the desired facility from the dropdown, click the filter button to see the list of unassigned requests from that VISN

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as:

All Unassigned Self Service Requests For Manual Review By VISN

Select veteran name hyperlink to **assign the manual review task to yourself and remove it from the unassigned listing.**

VISN 9 - VA MidSouth Healthcare Network Filter

Page 1 of 1 prev next

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, SIX	13929	1013629637V419709	8/22/2022	REVIEW	626	9
	VAPATIENT, EIGHT	13931	1013629671V029777	8/22/2022	REVIEW	626	9

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.22.1 bld 25
 All Unassigned Self Service Requests For Manual Review By VISN Screen

Figure 4-6. List of Unassigned Requests by Chosen VISN

4.3.2. View Unassigned Requests by Facility

Clicking on the **Facility Unassigned Card Request** message will direct the user to the list of facility requests that need to be assigned to a Proofer.



Figure 4-7. Facility Unassigned Request Information

A list of unassigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Selecting the **Veteran Name Link** will assign the request to the user.

The screenshot shows the VA website interface for 'Unassigned Self Service Requests For Manual Review'. The page title is highlighted with a red box. Below the title, there is a navigation bar with 'Home', 'Card Request', 'Reports', 'Card Management', and 'Site Management'. A 'Skip to Content' link is also present. The page content includes a table with the following data:

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, SEVEN	12953	1012900200V313855	1/21/2022	REVIEW
	VAPATIENT, ONE	13329	1013681225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

A red arrow points to the 'VAPATIENT, ONE' link in the table. Below the table, there is a footer with links: 'VA Home|Privacy|FOIA|Regulations|Web Policies|No FEAR Act|Site Index|Inspector General'.

Figure 4-8. Unassigned Self Service Requests for Manual Review

The user will be able to see the updated number of requests in their queue on the home page.

The screenshot shows the VA website home page. The navigation bar includes 'Home', 'Card Request', 'Reports', 'Card Management', and 'Site Management'. The main content area displays the following status updates:

- Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review.
- You have 4 card request(s) submitted thru self-service that require immediate review assigned to you.
- You have 1 card(s) on hold that will expire within 7 days

Below the status updates, there are three large buttons: 'CARD REQUEST', 'REPORTS', and 'CARD MANAGEMENT'. A red arrow points to the 'CARD MANAGEMENT' button. At the bottom, there is a footer with links: 'VA Home|Privacy|FOIA|Regulations|Web Policies|No FEAR Act|Site Index|Inspector General'.

Figure 4-9. Request Information Changed

4.3.3. Assigned Requests

Clicking on the **Assigned Card Request** message will direct the user to the list of facility requests assigned to them for proofing.



Figure 4-10. Assigned Request Information

The list of assigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO (SIX)	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 4-11. Assigned Self-Service Requests for Manual Review

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Figure 4-12. Assigned Self-Service Requests for Manual Review with Preferred Name.*

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 4-12. Assigned Self-Service Requests for Manual Review with Preferred Name

When the user is ready to review the request(s) the Proofer will need to access the Toolkit through one of the methods listed in *Section 3.5 Accessing the Identity Management Toolkit*. Once Toolkit access has been established, selecting the **Veteran Name link** will open a new window giving the VHIC user access to the new **Proofing Task** in the Toolkit.

5. Self Service Request Processing

A new **1998 Person Verification [Self-Service] Task** is created in the Toolkit to proof veterans that have submitted VHIC card requests through the VA Access application. These requests will fall under two categories:

- Accepted Image
- Rejected Image

5.1. Person Verification Task- Accepted Image

Selecting the Full Name link from the Assigned Request list will open the **1998 Person Verification [Self-Service] Task**.

Assigned Self Service Requests For Manual Review					
Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.					
Page 1 of 1 <input type="button" value="prev"/> <input type="button" value="next"/>					
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 5-1. Link to Person Verification Task

To process:

1. Select the **Task Number** to open the Task for review.

Identity Management Toolkit

Primary View | **Tasks(0)/Requests(0)** | Correlations(7) | Primary View Audit | ICN History(#) | ADR MPI PV Compare | Link Events | Milestones | RJC

ICN 1013659740V975586 ID STATE: PERMANENT
 Name VAPATIENT, ONE
 SSN 666-00-0001 SSN Verification Status:

Lists | Documentation | MPI Historical Exceptions | Proofing

Active Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1288433176	03/22/2022	1998 - PERSON VERIFICATION (SELF-SERVICE)	200PROV-VA PROVISIONING SYSTEM	NEW	

Related Requests(0)

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Site	ICN	Name
THERE ARE NO RELATED REQUESTS.									

Informational Tasks

Task #	Date Reported	Task Type	Correlation	Source ID
THERE ARE NO INFORMATIONAL TASKS.				

Figure 5-2. Select Task Number

2. The Proofer will need to navigate to the **Task Notes** tab to assign the Task to themselves.

Identity Management Toolkit

Task Details | Resolved Tasks | **Task Notes** | Task Audit | Person Verification | Override | Print

Task # 1286433176 Date Reported 03/24/2022 17:02 Task Status NEW
 Priority Date Resolved
 Task Type 1998 - PERSON VERIFICATION (SELF-SERVICE) Caseworker
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013661347V171151 [P]	1013661347*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0001	01/01/1981	

Upload Files - The following file formats are compatible: doc, docx, pdf, jpg, jpeg, tif, tiff, xls, xlsx, csv

Upload Date	Uploaded By	File Name	Description
NO FILES ATTACHED...			

Related Requests

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Site	ICN	Name
THERE ARE NO RELATED REQUESTS									

Figure 5-3. Task Notes Tab

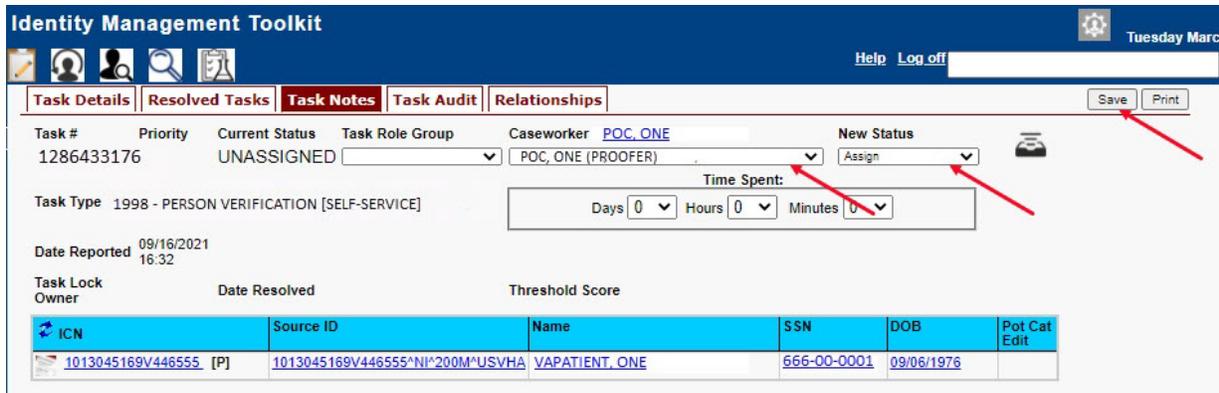


Figure 5-4. Assign Task

3. After assigning the **Task** they will open to **Task Details Tab**, then **Select Person Verification Tab** to process the **Task**

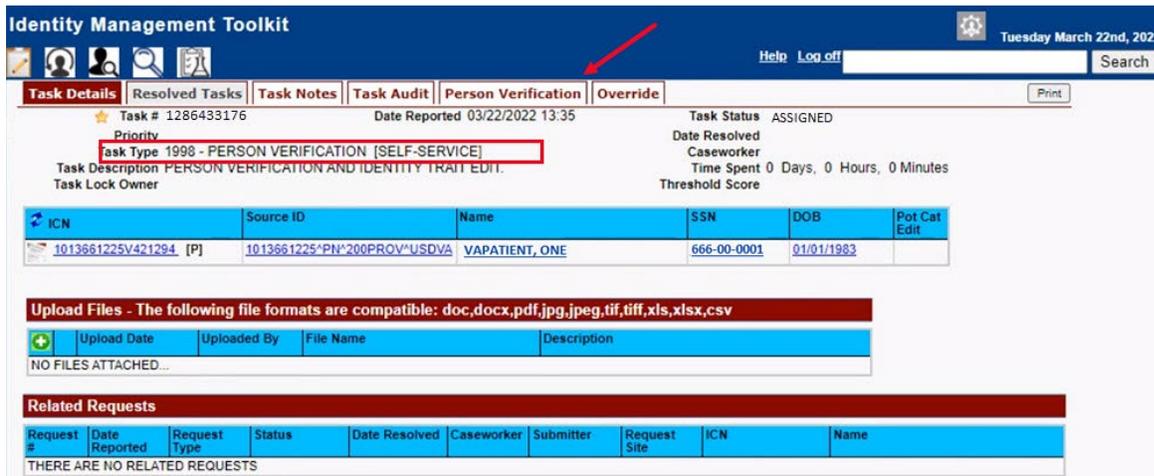


Figure 5-5. Person Verification Task Details

4. On the Person Verification Tab, the user will be taken to the **Self Service Image Tab**, Click **Person Verification Document link (s)** to open submitted images for review.

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | [Print](#)

Task # 1286433176 Date Reported 03/22/2022 12:57 Task Status

Priority Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

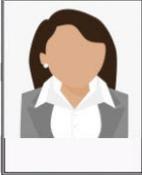
Task Lock Owner Threshold Score Time Spent 0 Days, 0 Hours, 0 Minutes

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013659740V975586 [P]	1013659740*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0001	01/01/1980	

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review | **Self Service Images** | Documentation | Approval

	Last Name VAPATIENT First Name ONE Middle Name ICN 1013659740V975586 DOB Gender FEMALE SSN
---	---

File Name	Uploaded By	Upload Date
1 PROOFING VERIFICATION DOCUMENT	742V1_PROOF	3/22/22 12:57:31 PM.033

Accept Image | Reject Image

Figure 5-6. Self Service Images Tab

- The documents will open in a separate window. Review **Proofing Document(s)** and click **Accept Image** to continue if correct.

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | [Print](#)

Task # 1286433176 Date Reported 03/24/2022 17:02 Task Status

Priority Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

Task Lock Owner Threshold Score Time Spent 0 Days, 0 Hours, 0 Minutes

ICN	Source ID	Name	SSN
1013661347V171151 [P]	1013661347*PN*200PROV*USDVA		

PRIMARY VIEW DATA - Updated: MAR 23, 2022@01:05 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review | **Self Service Images** | Documentation | Approval

	Last Name VAPATIENT First Name ONE Middle Name ICN 1013661347V171151 DOB 01/01/1981 Birth Sex FEMALE SSN
---	---

File Name	Uploaded By
1 PROOFING VERIFICATION DOCUMENT	742V1_PROOF

Accept Image | Reject Image



Figure 5-7. Review Proofing Documents

- The Proofer will be directed to the **Data Review** tab of the Person Verification Tool which will be used to verify the identity traits and/or document changes to the traits. The

MPI Value column will contain **Primary View** data. **Verify** traits by checking the corresponding check box in the **Verify** column. The target trait will highlight green.

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	MVI Value	Verify	New Value
ICN	1013659740V975586		
Last Name	VAPATIENT	<input checked="" type="checkbox"/>	<input type="text"/>
First Name	ONE	<input checked="" type="checkbox"/>	<input type="text"/>
Middle Name		<input checked="" type="checkbox"/>	<input type="text"/>
Suffix		<input checked="" type="checkbox"/>	<input type="text"/>
DOB	JANUARY 01, 1980	<input checked="" type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	FEMALE	<input checked="" type="checkbox"/>	<input type="text"/>
SSN	666-00-0001	<input checked="" type="checkbox"/>	<input type="text"/>
SSN Verification Status			

. To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

Figure 5-8. Data Review Tab

NOTE:

The Veteran is informed during the Request Process that if a trait needs to be modified (for example, Last Name changes), they must come in to the facility. If the Veteran submits a request under the following conditions:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match

The POC will need to make a note under the **Task Notes Tab** and continue through the *Rejection Process page 26*

7. The verification will move to the **Documentation tab** where the Proofer enters the **Verification Document(s)** details normally

PRIMARY VIEW DATA - Updated: DEC 02, 2022@14:48:36 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	MVI Value	New Value
ICN	10136597V975586	10136597V975586
Last Name	VAPATIENT	
First Name	ONE	
Middle Name		
Suffix		
DOB	01/01/1980	
Birth Sex	FEMALE	
SSN	666-00-0001	
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IdM for approval.

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only)

Verification Document(s)

State-Issued Driver's License

Passport

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

1010 (For Corrections Only)

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Save Draft Submit

Figure 5-9. Verification Document Details

8. After the document information details have been entered, Click **Submit**.

PRIMARY VIEW DATA - Updated: DEC 02, 2022@14:48:36 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	MVI Value	New Value
ICN	10136597V975586	10136597V975586
Last Name	VAPATIENT	
First Name	ONE	
Middle Name		
Suffix		
DOB	01/01/1980	
Birth Sex	FEMALE	
SSN	666-00-0001	
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IDM for approval.

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB 1010 (For Corrections Only)

Verification Document(s)

State-Issued Driver's License

Passport

* Id Number:	1234567890	* Expiration Date:	12/20/2029
* Country of Issuance:	USA	State of Issuance:	
ID Type:	Passport	* REQUIRED	

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

1010 (For Corrections Only)

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

No

Save Draft Submit

Figure 5-10. Submit Document Details

9. Select **OK** button in the Task Complete pop up box



Figure 5-11. Select OK Button

Documentation Requirements Met, Green Check Indicators all marked that Proofing Task Completed

A screenshot of a task details page. The "Person Verification" tab is selected. A red box highlights a message: "Task complete. Person Verification updated." Below this, task details are shown: Task # 1286433176, Date Reported 03/22/2022 12:57, Task Status ASSIGNED, Priority, Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE], Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT., Task Lock Owner, Date Resolved, Caseworker, Time Spent 0 Days, 0 Hours, 0 Minutes, and Threshold Score. A table lists ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. Below the table, a message states: "PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 Check External Identity Verification Tool. You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC." A progress bar shows "Data Review", "Self Service Images", and "Documentation" with green checkmarks, and "Approval" with a grey checkmark. A red arrow points to the "Documentation" checkmark. Below the progress bar is a table with columns: Field Name, MVI Value, New Value, and Verification Document(s) Instructions.

Figure 5-12. Task Completed

10. Once the Task is completed, the POC will need to go back to the Task Notes tab and mark it as Resolved.



Figure 5-13. Add Task Notes

From the **Primary View** the user can confirm that the LOA Changed to 2

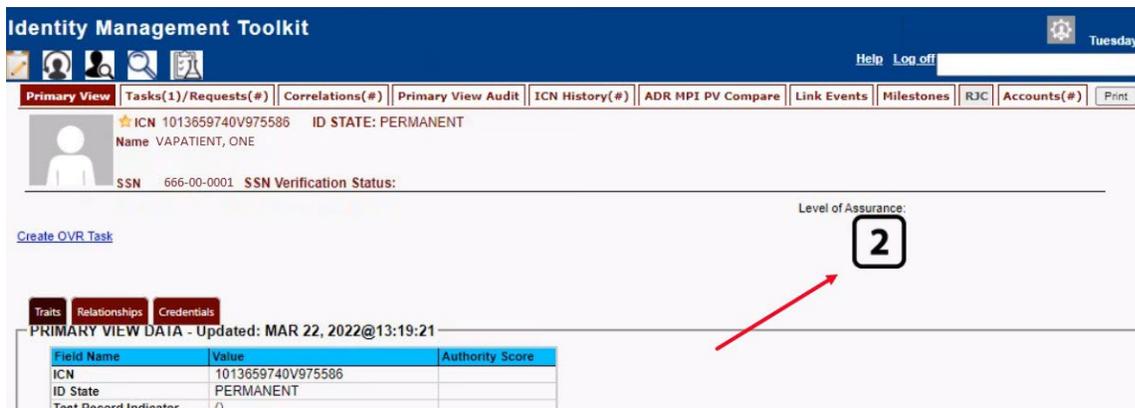


Figure 5-14. LOA Changed

From the **Correlations** tab the user can confirm that the Proofing Correlation Added

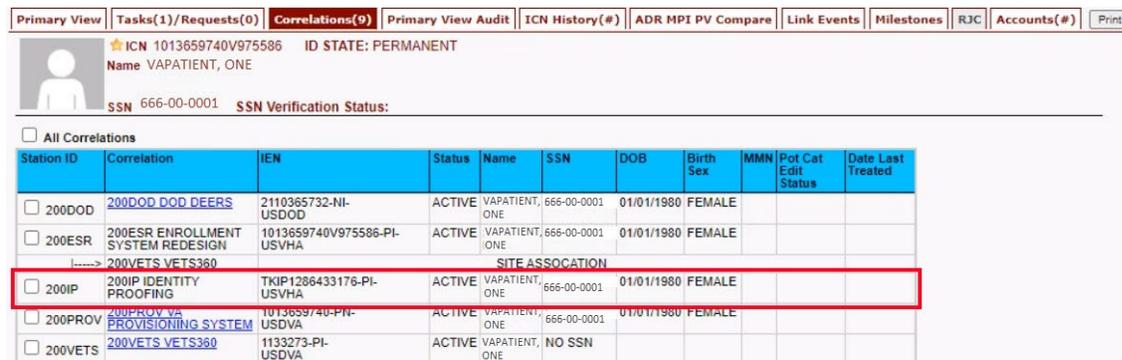


Figure 5-15. Proofing Correlation Added

5.2. Person Verification Task- Rejected Image

Selecting the Full Name link from the Assigned Request list will open a window into the MPI Toolkit **1998 Person Verification [Self-Service] Task**.

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1 [prev](#) [next](#)

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008096V640489	3/18/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW
	VAPATIENT, TWO	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

Figure 5-16. Link to Toolkit Task

To review, click on the **1998-Person verification [Self Service] Task** hyperlink.

Identity Management Toolkit Help Log off

Primary View **Tasks(0)/Requests(0)** Correlations(7) Primary View Audit ICN History(#) ADR MPI PV Compare Link Events Milestones RJC

ICN 1013659740V975586 ID STATE: PERMANENT
Name VAPATIENT, ONE
SSN 666-00-0001 SSN Verification Status:

Lists Documentation MPI Historical Exceptions Proofing

Active Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
12884331176	03/22/2022	1998 - PERSON VERIFICATION [SELF-SERVICE]	200PROV-VA PROVISIONING SYSTEM	NEW	

Related Requests(0)

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Site	ICN	Name
THERE ARE NO RELATED REQUESTS.									

Figure 5-17. MPI Toolkit Task Number Link

Task Details page will open

The screenshot shows the 'Task Details' page in the Identity Management Toolkit. The page header includes the date 'Tuesday March 22nd, 2022' and navigation links for 'Help', 'Log off', and 'Search'. The main navigation tabs are 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Task Details' tab is active, showing task information for Task # 1286473956, reported on 03/22/2022 at 13:35. The task status is 'NEW', and the task type is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. A red box highlights the task type, and a red arrow points to the 'Task Status' field. Below this is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The data row shows ICN 1013661225V421294, Source ID 1013661225*PN*200PROV*USDVA, Name VAPATIENT, ONE, SSN 666-00-0001, and DOB 01/01/1983. There is an 'Upload Files' section with a list of compatible file formats and a table for file uploads. At the bottom, there is a 'Related Requests' section with a table that currently shows 'THERE ARE NO RELATED REQUESTS'.

Figure 5-18. New Person Verification Task Details

11. The Profer will need to navigate to the **Task Notes** tab to assign the Task to themselves.

The screenshot shows the 'Task Notes' tab in the Identity Management Toolkit. The page header includes the date 'Thursday Mar' and navigation links for 'Help', 'Log off', and 'Search'. The main navigation tabs are 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Task Notes' tab is active, showing task information for Task # 1286433176, reported on 03/24/2022 at 17:02. The task status is 'NEW', and the task type is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. A red arrow points to the 'Task Notes' tab. Below this is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The data row shows ICN 1013661347V171151, Source ID 1013661347*PN*200PROV*USDVA, Name VAPATIENT, ONE, SSN 666-00-0001, and DOB 01/01/1981. There is an 'Upload Files' section with a list of compatible file formats and a table for file uploads. At the bottom, there is a 'Related Requests' section with a table that currently shows 'THERE ARE NO RELATED REQUESTS'.

Figure 5-19. Task Notes Tab

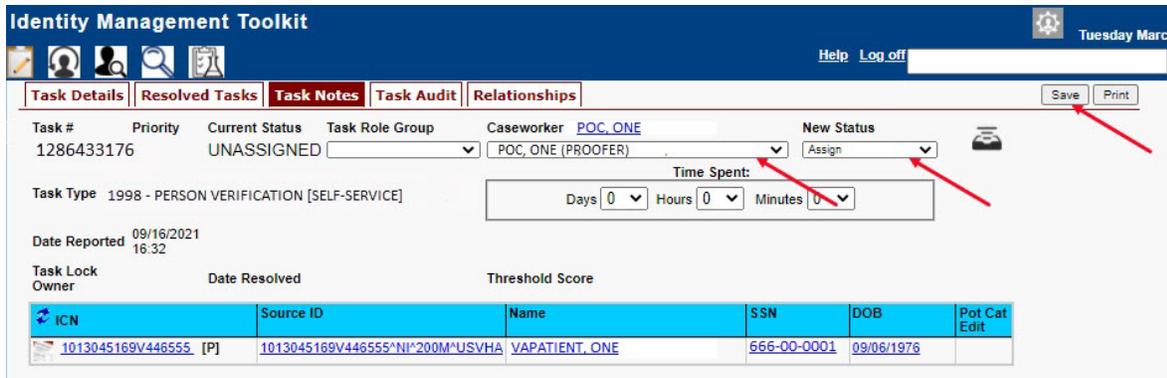


Figure 5-20. Assign Task

12. After assigning the Task they will open to Task Details Tab, then Select Person Verification Tab to process the Task

Task Details Screen, the user will need to click on the Person Verification tab to continue the Proofing Task



Figure 5-21. Select Person Verification Tab

On the Proofing Verification tab the **Self Service Images** tab is displayed. Select the **Proofing Verification Document** link to view and compare the document(s) submitted by the Veteran.

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013662077V050762 [P]	1013662077*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0002	01/01/1983	

PRIMARY VIEW DATA - Updated: MAR 29, 2022@07:26:34 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review | **Self Service Images** | Documentation | Approval



Last Name	VAPATIENT
First Name	ONE
Middle Name	
ICN	1013662077V050762
DOB	01/01/1983
Birth Sex	MALE
SSN	

File Name	Uploaded By	Upload Date
1 PROOFING VERIFICATION DOCUMENT	742V1_PROOF	3/29/22 9:48:29 AM.191

Accept Image | Reject Image

Figure 5-22. Attached Person Verification Document(s)

Upon review, if the images do not match, or if they fall under any other rejection reason, the user will need to close the window and move to the **Task Notes** tab.

Task Details | Resolved Tasks | **Task Notes** | Task Audit | Pers

★ Task # 1286433176 Date Reported 03/29/22

Priority

Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]

Task Description PERSON VERIFICATION AND IDENTITY TRAIT E

Task Lock Owner

ICN	Source ID	Na
1013659740V975586 [P]	1013659740*PN*200PROV*USDVA	

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49

You will be verifying identity traits with supporting . need to be indicated below. If the address needs to

Data Review | **Self Service Images** | Documentation



Last Name	VAPATIENT
First Name	ONE
Middle Name	
ICN	1013659740V975586
DOB	
Gender	MALE
SSN	

File Name
1 PROOFING VERIFICATION DOCUMENT

Accept Image | Reject Image

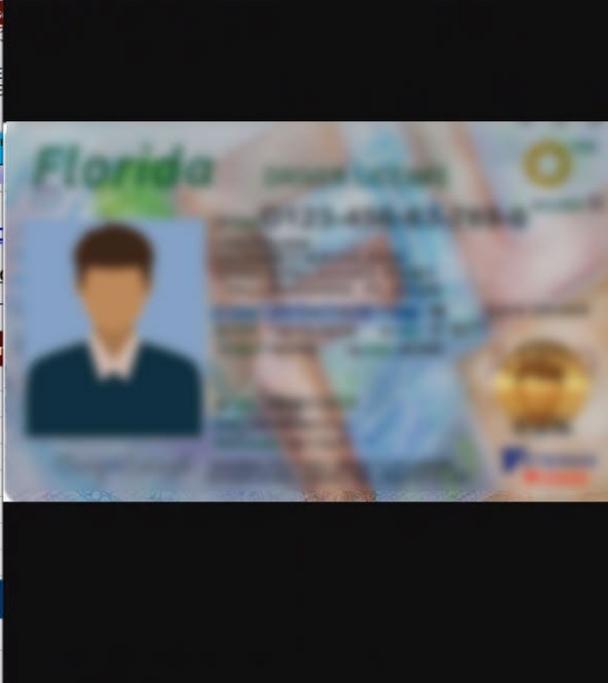


Figure 5-23. Compare Veteran Images

Note: Rejection reasons can include:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match

Enter reason for rejection under the **Task Notes** and return to the Person Verification tab

The screenshot displays the 'Identity Management Toolkit' interface. At the top, there is a navigation bar with 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override' tabs. The 'Task Notes' tab is currently selected. Below the navigation bar, the task details for task # 1295146856 are shown. The task is assigned to 'PROOFER, ONE' and is currently in 'ASSIGNED' status. The task type is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The date reported is '03/29/2022 09:48'. The task lock owner is 'PROOFER, ONE'. Below the task details, there is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The table contains one row with the following data: ICN: 1013662077V050762 [P], Source ID: 1013662077*PN*200PROV*USDVA, Name: VAPATIENT, ONE, SSN: 666-00-0002, DOB: 01/01/1983. Below the table, there is a 'Task Notes' section. The first note is an auto note: 'On March 29, 2022 at 10:38:18, PROOFER, ONE (PROOFER) Assigned to PROOFER, ONE (PROOFER)'. The second note is a manual note: '-On March 29, 2022 at 10:42:51, PROOFER, ONE (PROOFER) wrote: Rejecting - Bad Quality Pic'. At the bottom of the 'Task Notes' section, there is an 'Add Task Note' button with 'Save', 'Clear', and 'PDAT' options.

Figure 5-24. Enter Rejection Notes

Under **Self Service Images** tab, click the **Reject Image** button

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013662077V050762 [P]	1013662077*PH*200PROV*USDVA	VAPATIENT, ONE	666-00-0002	01/01/1983	

PRIMARY VIEW DATA - Updated: MAR 29, 2022@07:26:34 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval



Last Name	VAPATIENT
First Name	ONE
Middle Name	
ICN	1013662077V050762
DOB	01/01/1983
Birth Sex	MALE
SSN	

	File Name	Uploaded By	Upload Date
1	PROOFING VERIFICATION DOCUMENT	742V1_PROOF	3/29/22 9:48:29 AM.191

Accept Image **Reject Image**

Figure 5-25. Select Reject Image Button

A pop up will appear to confirm the rejection. Select **OK** to confirm. Confirming the image rejection the Proofing Task will auto-resolve and cancel the request.

mvitkssoi.sqa.iam.va.gov says

Rejecting the image will automatically resolve the task. Would you like to continue?

Figure 5-26. Reject/Resolve Confirmation Message

Auto-resolved will go to **Task Details** tab instead of staying on the Person Verification Tab



Figure 5-27. Resolved Task Status

The LOA on the Primary View will remain at 1

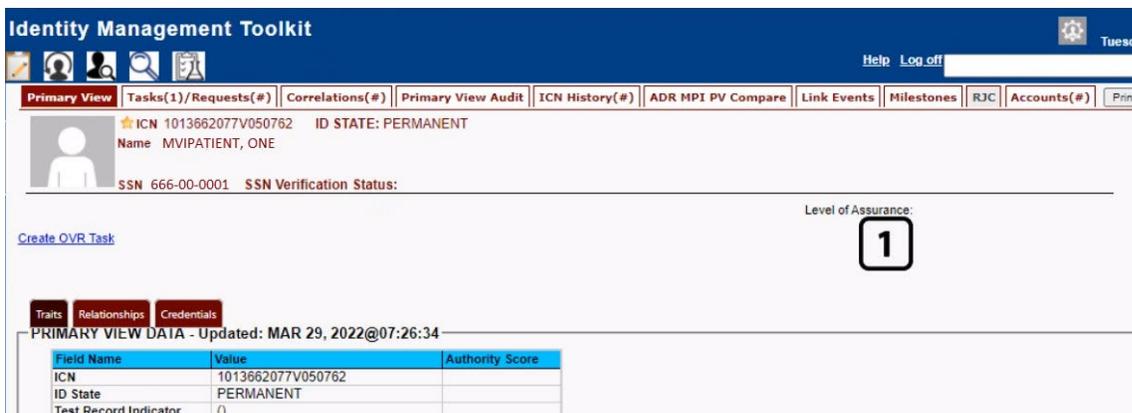


Figure 5-28. Level of Assurance Does Not Change

The Veteran will receive an email indicating that their request was cancelled and direct them to come into their nearest facility to resolve any issues that may keep them from qualifying for a VHIC card. Examples of these emails are:

- The card request was cancelled due to review issues such as a bad photo, unacceptable documents submitted, etc.

REDACTED

Figure 5-29. Request Cancellation Review Issue

- The card request was cancelled due to other reasons such as 30 day timeout.

REDACTED

Figure 5-30. Request Cancellation Email Timed Out

6. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.